

TERMS AND CONDITIONS

LUTRON CONTINUES TO ASSIST OUR CUSTOMERS BY OFFERING THE FOLLOWING:

Electronic Data Interchange (EDI)

Transaction sets available for:

- Purchase orders (850)
- Advanced ship notice (856)
- Invoicing (810)
- Others

DIMS2

(Distributor Information Management System)

DIMS2 on the internet provides:

- Order status
- Stock availability
- Placement of purchase orders
- Price checking

Price Lists on Disk

- Data file of all items in this price list with your unit pricing
- Includes UPC code and standard packaging options

UPC Codes

- Available on disk
- Lists UPC codes, model number, and standard packaging quantities.

For more information on the above contact Lutron at 888-LUTRON1 (588-7661).

PAYMENT TERMS

All prices are in U.S. Dollars.

Domestic payment terms are 1%-10th prox, net 25th.

International payment terms are cash in advance or irrevocable, confirmed letter of credit, due at site.

All prices and product availability subject to change without notice.

TAXES

Any local, state, provincial or government taxes are the responsibility of the buyer.

FREIGHT CONDITIONS

Freight charges are prepaid and allowed for ground shipments in the continental U.S.A. for all orders over 144 pieces or \$500.00 net. All shipments F.O.B. point of origin.

MINIMUM BILLING

Lutron's minimum billing is \$100.00.

Freight charges and minimum billing will be waived if you are a Lutron EDI trading partner. Contact Lutron at 888-LUTRON1 (588-7661).

DAMAGED OR LOST CARTONS

Upon receipt of proof that cartons were lost or damaged during shipment, Lutron will replace the product(s) lost or damaged (up to one year after the date of shipment). Upon receipt of proof that your order was shipped incomplete, Lutron will ship the missing products (up to 45 days after the date of shipment).

DROP SHIPMENTS

There will be a \$100.00 adder on all drop shipment orders except for:

- Wallbox orders over \$1,500.00
- Replacement parts
- Custom lighting control systems
- EDI trading partner
- DIMS internet orders

STANDARD PACKAGE QUANTITIES

For your convenience, each page lists the standard quantities for both clamshell and boxed versions of our products. Using standard ordering quantities should simplify your ordering and receiving operations.

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CLAMSHELL PACKAGING OPTION AVAILABILITY

Products listed in this price list may be available in clamshell packaging as well as in boxes. See specific products for quantity requirements.

To order a product in clamshell packaging, add an "H" to the end of the model number. For example, to order a Skylark slide-to-off, single-pole dimmer, add an "H" to the model number: S-600- becomes S-600H- (specifying clamshell packaging).

All terms and conditions listed on these pages also apply to the clamshell packaging option.

SHIPPING

Stocked product is shipped within two working days after receipt of released order at the factory.

RETURNED GOODS POLICY

New material may be returned to Lutron only with prior written authorization from Customer Service (upon request from your Lutron Representative). Upon authorization, a Return Good Authorization (RGA) form will be issued to the customer based on the following terms and conditions:

1. Product must be new and unopened and in the original carton. Any product received opened or used, is subject to return or no credit issued.
2. Products must still be within our standard warranty. Out-of-date products are subject to return or no credit issued.
3. Goods returned are only for those products previously authorized and written on the RGA form. Any unauthorized returned products are subject to return or no credit issued.
4. A minimum of 25% restocking charge will apply to any approved RGA products.
5. All freight and duties on returned goods are the responsibility of the customer. All returned goods are shipped to:

Lutron
Attn: RETURN GOODS DEPARTMENT
8240 Spring Creek Road
Alburtis, PA 18011.

An RGA# must be referenced on all outside cartons and packing list.

TERMS AND CONDITIONS UPDATES

For the very latest information on Terms and Conditions, please visit dims.lutron.com.